

FIELD REQUEST FOR TECHNICAL ASSISTANCE

CONTENTS	PAGE
1. GENERAL	1
2. PREPARATION OF FORM P-7075	1
3. ROUTING AND DISPOSITION OF FORMS	2
4. ORDERING GUIDE — FORMS	2
FORM P-7075 — FIG. 1	3

1. GENERAL

1.01 This section outlines the procedure to be followed by testrooms, central offices, and field forces when technical assistance is required.

1.02 This section is reissued to conform with the existing new departmental nomenclature due to restructuring, and to recognize the revised Form P-7075. See Fig. 1.

1.03 Troubles which fall within the scope of this practice may be those reported by subscribers or telephone employees, or those found in the course of regular station maintenance, Repair Service Bureau functions, and central office or testroom operation. Data problems should be handled as described in Section 314-015-903PN. All technical assistance requests on PBX problems, ie, complex key equipment, Centrex, and Automatic Call Distributor (ACD) are handled per Company Instruction (C.I.) 410 (provisional) titled "Centralized Maintenance Center (CMC) Operating Procedures".

1.04 Transmission and interference troubles are those conditions which involve:

- Low speech volume
- Poor quality
- Distortion
- Circuit noise
- Crosstalk

- Power induction
- Ringing interference
- Telegraph thump
- Acoustic clicks
- Interference to radios by telephone equipment, or from radio transmitting stations, and any other condition requiring technical assistance.

1.05 The operational troubles within the scope of this practice are those involving circuits that fail to perform as intended or as described on the circuit drawings.

1.06 Before requesting technical assistance, make every reasonable effort to locate and clear the trouble condition, by careful analysis of the facts involved and by making all tests which can practicably be made. Refer the trouble to your supervisor for further action. Troubles referred for technical assistance should be limited to those which cannot be located or cleared by ordinary maintenance methods.

1.07 If the trouble is urgent, any supervisor may make a request by a telephone or teletype message for advance assistance from the division office. Confirming forms should be prepared and forwarded as outlined in this section.

2. PREPARATION OF FORM P-7075

2.01 When a case of trouble is referred for technical assistance, the supervisor should prepare a Form P-7075 in triplicate.

- (a) Outline the trouble or complaint as concisely as possible.
- (b) Include all pertinent facts necessary to make an analysis.
- (c) Indicate what tests have been made and furnish the results of these tests.
- (d) If Bell System Practices requirements cannot be met, give reference to the sections and paragraphs involved.

NOTICE

Not for use or disclosure outside the
Bell System except under written agreement.

SECTION 002-583-900PN

- (e) Add any other comments which will be of assistance.

3. ROUTING AND DISPOSITION OF FORMS

3.01 Form P-7075 is 3-part (carbon) snapout form.

The original and duplicate copies of the P-7075 are to be sent through the lines of organization as far as required to obtain the corrective action. The triplicate (originator) copy is retained by the originating supervisor for follow-up.

3.02 The appropriate division office will maintain a file on all requests received.

3.03 When a request for assistance cannot be satisfied in the division office, then the P-7075 is referred to the Network Services Staff, Special Services Staff, Distribution Services Staff, Business Services Staff, or Residence Services Staff, for further action. If the problem cannot be resolved by the Services Staff, the original copy of the P-7075 is forwarded to Engineering, Division Staff Manager - Technical Staff.

3.04 Each office or level of supervision which forwards the request further up the line of organization will indicate on Form P-7075, what action was taken in an attempt to arrive at a solution.

3.05 If tests were made, the nature of the tests should be indicated, and the results tabulated, if appropriate. Supplemental data pages may be attached giving full details of tests and results. The purpose of these reports is to prevent duplication of effort at the next level.

3.06 When the investigation of the request for technical assistance has been completed, the original copy of the form is returned to the originator through the lines of organization, giving a complete statement of the condition found and the action taken.

4. ORDERING GUIDE - FORMS

P-7075 Request for Technical Assistance

Note: See your Forms Catalog.

 Pacific Northwest Bell	Request for Technical Assistance
P7075 (2/80)	
☐ Original request _____ Date _____ ☐ Confirming URGENT request to: _____ Date _____	
BSP 002 583 900PN	
Route original and duplicate to: (Originator retain triplicate)	
Network Svcs., Special Svcs., or Distribution Svcs. Mgr: _____ Dist. Mgr: _____ Div. Mgr: _____ Div. or Dist. Staff Mgr: _____	Business Svcs. or Residence Svcs. Mgr: _____ Dist. Mgr. - I & M: _____ Div. Mgr. - I & M: _____ Div. Staff Mgr: _____
Engineering Division Staff Manager - Technical Staff: _____	
Description of Trouble: (Use separate sheet if required)	
Actual Size 8½ x 11	
Supr. making Request _____ Title: _____ Date: _____	
Action Taken: (Use separate sheet if required)	
Signed: _____ Title: _____ Date: _____	
ORIGINAL	

Fig. 1 — Form P7075 — Request For Technical Assistance



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CONTENTS	PAGE
1. GENERAL	1
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3. ROUTING AND DISPOSITION OF FORMS	1
4. ORDERING GUIDE — FORMS	2

1. GENERAL

1.01 The section outlines the procedure to be followed by testrooms, central offices and field forces when technical assistance is required.

1.02 This section is reissued to update information.

1.03 Troubles which fall within the scope of this practice may be those reported by subscribers or telephone employees, or those found in the course of regular station maintenance, central office or testroom operation. Data problems should be handled as described in BSP 314-015-903PN.

1.04 Transmission and interference troubles are those conditions which involve:

Low speech volume

Poor quality

Distortion

Circuit noise

Crosstalk

Power induction

Ringing interference

Telegraph thump

Acoustic clicks

Interference to radios by telephone equipment, or from radio transmitting stations, and any other condition requiring technical assistance.

1.05 The operational troubles within the scope of this practice are those involving circuits that fail to perform as intended or as described on the circuit drawings.

1.06 Before requesting technical assistance, make every reasonable effort to locate and clear the trouble condition, by careful analysis of the facts involved and by making all tests which can practicably be made. Refer the trouble to your supervisor for further action. *Troubles referred for technical assistance should be limited to those which cannot be located or cleared by ordinary maintenance methods.*

1.07 If trouble is urgent, any supervisor may make a request by telephone or teletype message for advance assistance from the division office. Confirming forms should be prepared and forwarded as outlined in this section.

2. PREPARATION OF FORM P-7075

2.01 When a case of trouble is referred for technical assistance, the supervisor should prepare a Form P-7075 in triplicate.

- Outline the trouble or complaint as concisely as possible.
- Include all pertinent facts necessary to make an analysis.
- Indicate what tests have been made and furnish results of tests.
- If Bell System Practices requirements cannot be met, give reference to sections and paragraphs involved.
- Add any other comments which will be of assistance.

3. ROUTING AND DISPOSITION OF FORMS

3.01 The original and duplicate copies of P-7075 are to be sent through lines of organization as far as required to obtain the corrective action. The triplicate is retained by the originating supervisor for follow-up.

3.02 The appropriate division office will maintain a file on all requests received.



SECTION 002-583-900PN

3.03 When a request for assistance cannot be satisfied in the division office, then the P-7075 is referred to General Plant staff for action. If the problem cannot be resolved there, the original of the request is forwarded to the Chief Engineer for further action.

3.04 Each office or level of supervision which forwards the request further up the line of organization will indicate on Form P-7075, what action was taken in an attempt to arrive at a solution.

3.05 If tests were made, the nature of the tests should be indicated, and the results tabulated, if appropriate. Supplemental data pages may be attached giving full details of tests and results. The purpose of these reports is to prevent duplication of effort at the next level.

3.06 When the investigation of the request for technical assistance has been completed, the original copy of the form is returned to the originator through the lines of organization, giving a complete statement of the condition found and the action taken.

4. ORDERING GUIDE - FORMS

P-7075 Request for Technical Assistance

Note: See your Forms Catalog.

SECTION 002-583-900PN, Issue B

Form P 7075
(2-72)

☐ ORIGINAL
☐ CONFIRMING

REQUEST FOR TECHNICAL ASSISTANCE

ORIGINAL AND

ORIGINAL AND
DUPLICATE TO: SECOND LEVEL SUPERVISOR
DISTRICT PLANT MANAGER
DIVISION PLANT MANAGER
GENERAL PLANT MANAGER
CHIEF ENGINEER

TRIPPLICATE: ORIGINATING SUPERVISOR

REPORTING OFFICE

DESCRIPTION OF TROUBLE:

DIVISION: ACTION TAKEN: COMMENTS -

Signed _____ Date _____

GPS:	ACTION TAKEN:	COMMENTS -

Signed _____ Date _____

[illegible]

Signed _____ Date _____

Request For Technical Assistance — Form P-7075

